



General Manager Job Description

First Alternative Natural Foods Co-op General Manager Job Description

Job Summary

The General Manager is responsible for the successful overall management and operation of First Alternative Natural Foods Co-op in accordance with our Ends policies and guiding principles, and the international cooperative principles.

This includes strategic planning, Board of Directors relations, financial management and reporting, human resources, leadership, contracts and compliance, public relations, co-op governance support and other responsibilities related to effectively managing the Co-op.

Our Ends

First Alternative exists to be a successful cooperatively owned business, ensuring that our community will have:

- A reliable source of healthy food
- A stronger local economy
- A business with a welcoming atmosphere for everyone

Reporting Relationships

The General Manager reports to the Board of Directors, which is elected by the members of the cooperative. The General Manager supervises the co-op's Management Team and has the authority to hire and direct all other co-op staff.

Specific Responsibilities

- Take a lead role with the Board in proposing and developing organizational strategy that meets the Ends Policies and guiding principles.
- Develop and recommend to the Board of Directors long- and short-range plans to achieve the organizational goals and strategic priorities.
- Prepare annual operating, capital, and cash budgets for presentation to the Board and be accountable for control of resources.
- Direct all financial operations of the cooperative.
- Investigate new business opportunities and make recommendations to the Board of Directors on expansion, relocation, and acquisitions; conduct negotiations as agreed upon.
- Participate in regional and national co-op and industry events.



**First Alternative Natural Foods Co-op is an equal
opportunity employer. All are welcome here!**



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Operations

- Ensure all departments operate effectively and efficiently, objectives are met, outcomes achieved, and performance standards upheld.
- Monitor retail departments to ensure the implementation of financial plans for sales, margin, labor, and effective inventory management.
- Ensures information technology systems meet operational needs, ensure data integrity, and serve customer's needs.

Personnel

- Ensure up-to-date personnel policies that protect against organizational risk and provide for a safe, healthy, productive, and cooperative workplace.
- Hire, supervise, and evaluate management staff; ensuring development opportunities and holding all managers accountable to expectations and goals.
- Develop a staff organizational structure that meets the business needs of the co-op and ensures high quality service to customers.

Marketing

- Oversee creation and implementation of a branding and marketing strategy that differentiates the co-op in the marketplace.
- Ensure execution of the marketing plan within budgetary guidelines.
- Communicate information about the business to the members through newsletter, social media, and an annual report.

Governance

- The GM supports the activities of the Board of Directors and policy governance processes.
- They make decisions, create policies, and authorize engagements that are consistent with a reasonable interpretation of Board policies as provided for in the Executive Limitations.

Required Qualifications

- **Strategic Thinking:** Thinks conceptually, imaginatively, and systematically about success.
- **Building and Leading Teams:** Effectively facilitates the formation of teams by creating a climate of trust and encouraging information sharing. Ensures development opportunities so people can reach their full potential.
- **Business Planning:** Takes vision and strategies and turns them into operational plans, aligns plans to Ends.
- **Managing People:** Makes good hiring decisions. Evaluates, inspires, recognizes, delegates work, and provides timely coaching and guidance. Experience leading management level employees.



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- **Managing Retail and Administrative Functions:** Knows enough about co-op retail and administrative departments to effectively manage them.
- **Retail Grocery Experience:** Has served as a store manager or operations manager. Familiar with how grocery stores operate to meet goals, knows key metrics.
- **Problem-solving:** Accurately diagnoses root causes of issues and correctly identifies appropriate resolution.
- **Accountability:** Is willing and able to hold people accountable for co-op, department, and personal success. Willing to be held accountable.
- **Courage:** Willing to make unpopular decisions when needed, and to have difficult discussions with stakeholders.

Additional Desired Qualifications

- Adaptability
- Track Record of Success
- Change Management
- Stakeholder Alignment
- Embraces Cooperative Structure
- Working with Board of Directors
- Self-awareness
- Self-motivation
- Respectful

Physical Demands - Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Environment: Work is performed primarily in a grocery store setting with extensive public contact and frequent interruptions.

First Alternative Natural Foods Co-op is committed to recruiting and retaining a diverse workforce. All applicants will be considered without regards to race, color, national origin, religion, sexual orientation, sex, marital or parental status, disability, gender identity or expression, age, or any other basis prohibited by law.